



City of Carlsbad

HUMAN RESOURCES DEPARTMENT

Announces a **part-time** recruitment for

COMMUNICATION OPERATOR II

(Lateral Public Safety Dispatcher)

Salary Range is \$20 - \$25/hour

A minimum of 24 hours required per month.

The Communication Operator II works under general supervision of the Communication Manager and performs a wide variety of complex clerical and emergency tasks in support of safety operations. The Communication Operator II receives routine and emergency calls and dispatches police, fire and emergency medical units; monitors other radio frequencies and alarm systems, and dispatches appropriate emergency units; coordinates activities with City departments as well as with other emergency services and government jurisdictions; takes reports, handles complaints, and requests for service over the phone and in person; screens and refers selected problems to appropriate supervisor; accepts and routes subpoenas; may assist in the supervision and training of less experienced personnel; uses computer terminals to inquire, enter and check data; cleans and maintains radio and dispatch equipment; performs other responsibilities as assigned.

Ideal Candidate:

Knowledge of: Operational principles and practices of safety emergency communication systems; radio, telephone and dispatch equipment; agencies for handling of safety complaints, problems and emergencies.

Skill in: Operating telephone, radio, computer and related communications equipment; emergency telephone communication; maintaining safety of field personnel; analysis, reasoning and decision making.

Ability to: Communicate with the public and identify the emergency dispatch needs; handle multiple situations; reason clearly, analyze situations accurately and adopt effective course of action; remain calm and communicate precisely and clearly in emergency situations; exercise sound judgment in making decisions; read, interpret and communicate map and grid information; deploy emergency equipment within specific guidelines; follow rules and procedures regarding police records and files; document facts accurately, legibly and completely under pressure; assist less experienced personnel with safety rules and regulations; establish and maintain cooperative relationships at work; understand and carry out directions; perform duties with minimum of supervision.

Experience and Education: Any combination that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to acquire these would be one year of operational experience in public safety dispatch performing duties comparable to those of a Communication Operator I.

Special Requirements: Possession of a P.O.S.T. Basic Complaint/Dispatcher Certificate. Computer Aided Dispatch (C.A.D.) experience is preferred.

CARLSBAD POLICE DEPARTMENT - Statement of Values

With a commitment to professional excellence we, the members of the Carlsbad Police Department, provide quality service to the community to ensure the preservation of life and property and the maintenance of law and order.

In doing so: We protect the rights of all persons. We strive to treat every person with respect, dignity, and compassion. We are committed to personal integrity, common purpose and support of each other as essential to an effective and productive work environment. We provide leadership in our profession as an example for all law enforcement and to guarantee the best possible service to our citizens.

To apply: Visit our website at www.carlsbadca.gov/hr or call 760-602-2440 for an application.